HP Support Center
How to use SCM

What is SCM?

This document explains how to use SCM

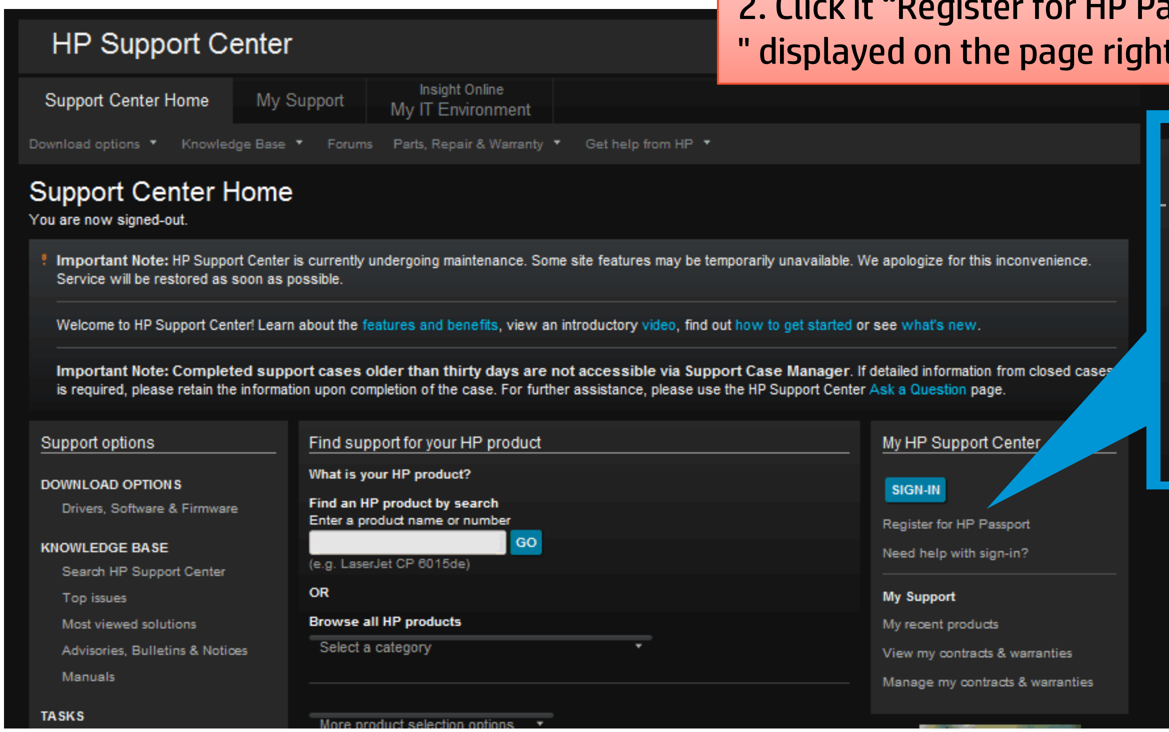
The followings are the purpose of SCM.

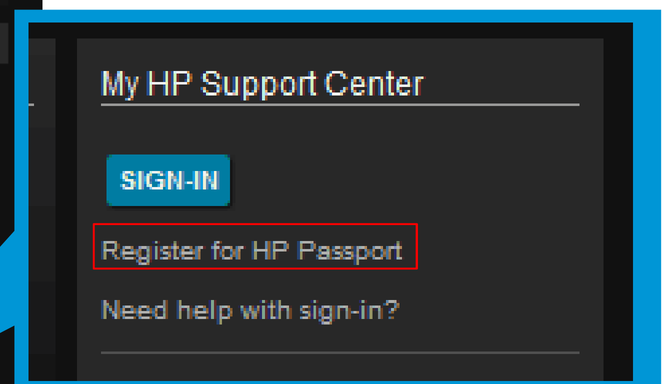
- SCM can submit the repair request by WEB.
- SCM provides quick support service to customer.
- SCM shortens the time which takes at the time of a repair request.
- By shortening the time of HW troubleshooting sharply, SCM inhibits the influence on business at worst.
- SCM improves the operating efficiency of a customer's help desk.

Access to HP Support center

1. Access to HP Support center http://hp.com/go/hpsc

2. Click it “Register for HP Passport" in the “My HP Support Center " displayed on the page right central part.





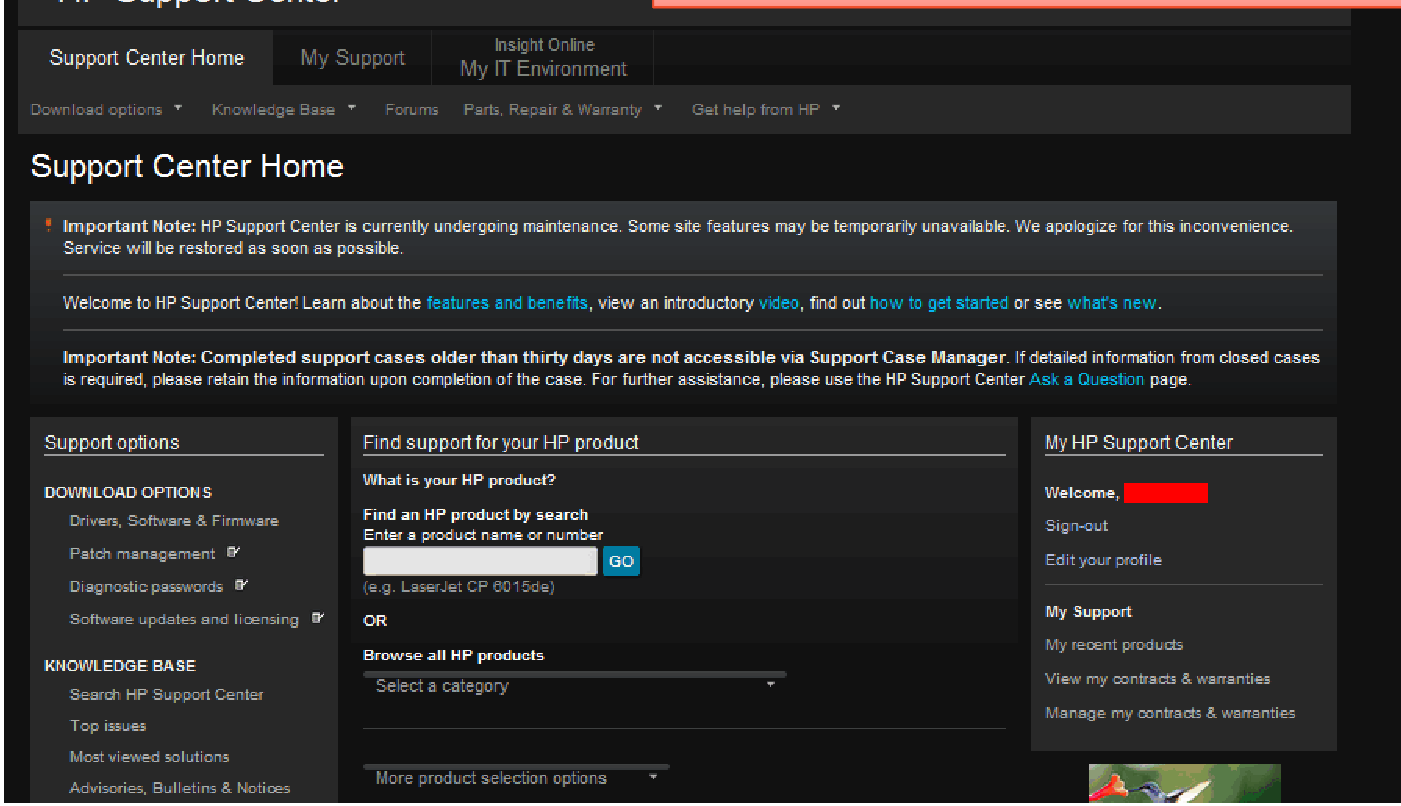
Sign-in To HP Passport

3. Input the "User ID" & "Password" And then click the "SIGN-IN" button.



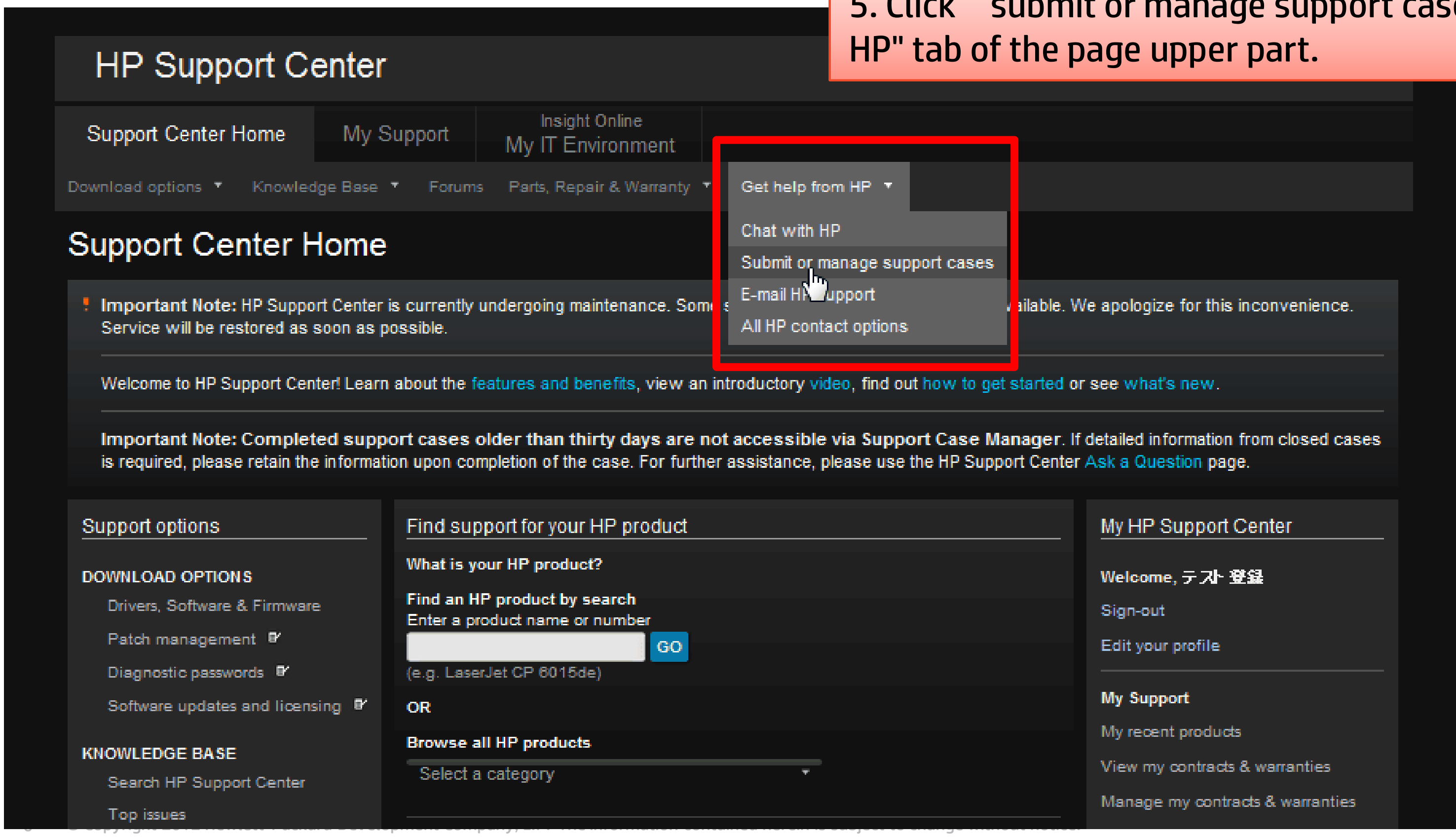
Back to HP Support Center

4. Top page of HP Support center is displayed. It has already signed in.



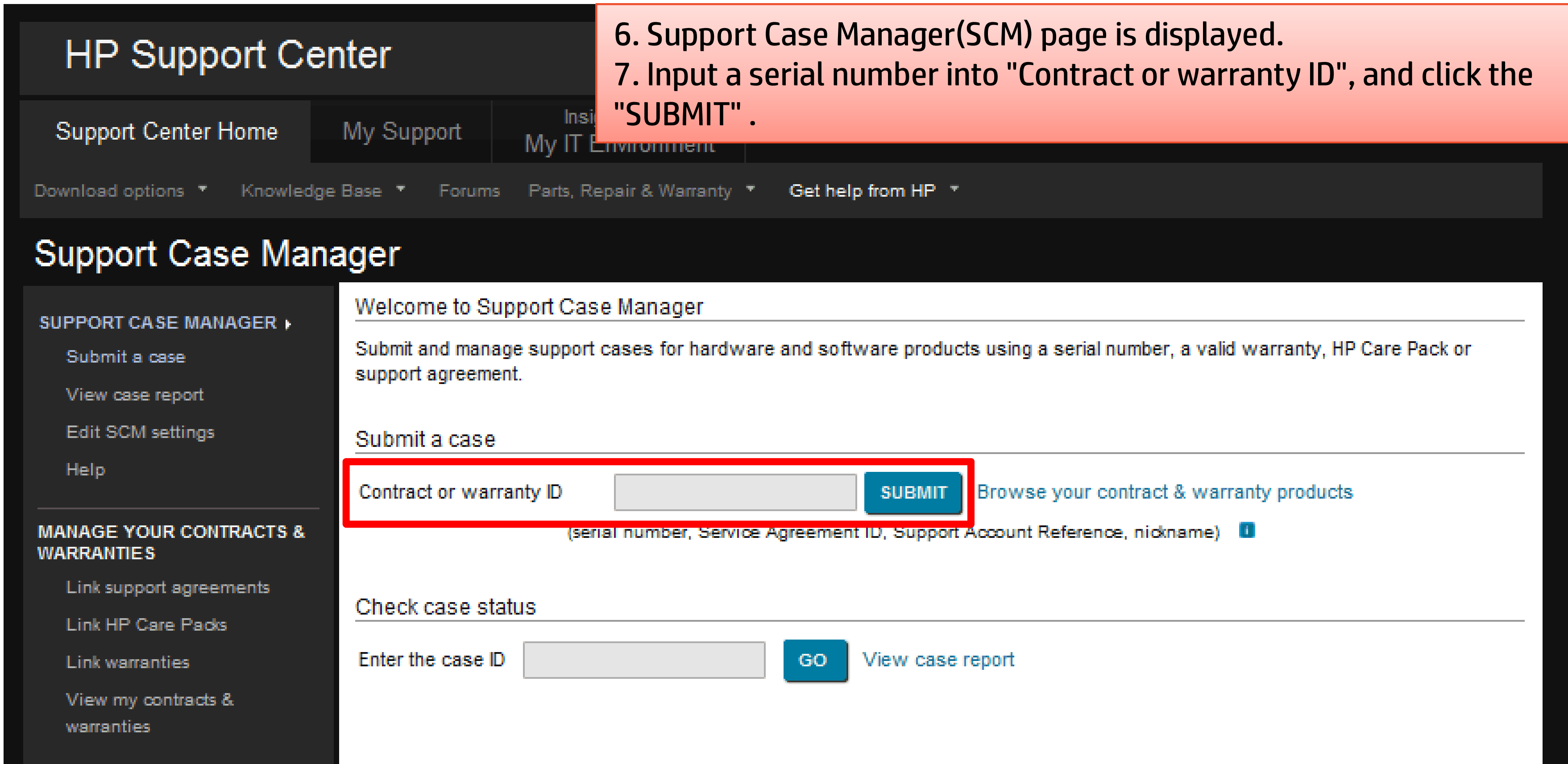
Move to SCM

5. Click "submit or manage support case" in "Get help from HP" tab of the page upper part.



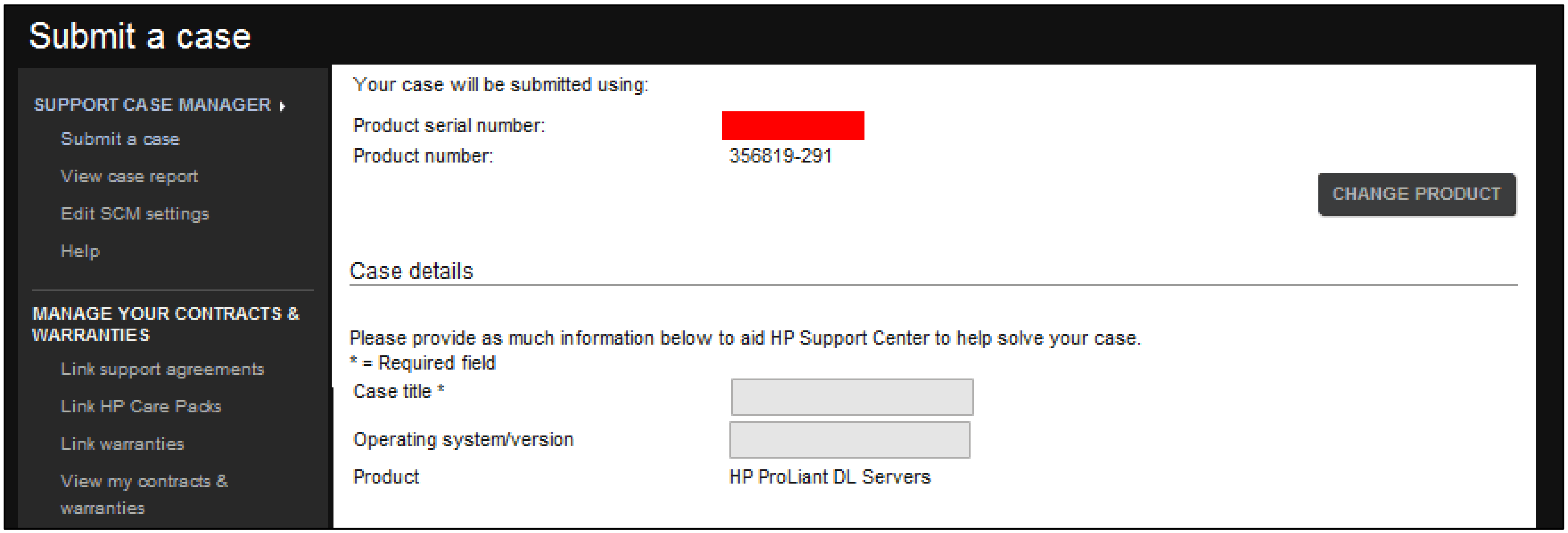
Input the Serial Number

6. Support Case Manager(SCM) page is displayed.
7. Input a serial number into "Contract or warranty ID", and click the "SUBMIT" .



Product attribute is displayed.

8. Product number and a product series name are displayed based on a serial number.
※Sample is HP Proliant DL.



Input the case title

9. Input the obstacle situation.
Sample : HDD Trouble, Power Supply Trouble
※"Operating system/version" is input needlessness.

Case details

Please provide as much information below to aid HP Support Center to help solve your case.
* = Required field

Case title *

Operating system/version

Product HP ProLiant DL Servers

Problem description *

Please provide a detailed description of the symptoms have you observed, error messages you have encountered, and the programs, commands or devices that are involved.

Note: You will be provided the option to e-mail attachments and link the contract or warranty to your profile once you have submitted this case.

Input the problem description

10. Input the problem description. Please use the template.

Case details

Please provide as much information below to aid HP Support Center to help solve your case.
* = Required field

Case title *

Operating system/version

Product HP ProLiant DL Servers

Problem description *

Please provide a detailed description of the symptoms have you observed, error messages you have encountered, and the programs, commands or devices that are involved.

Note: You will be provided the option to e-mail attachments and link the contract or warranty to your profile once you have submitted this case.

```
1.      Equipment location Company name or Part receipt company name
Company Name         :
Postal Code          :
Address              :
Department name      :
```

What is SCM template

11. It is used in order to simplify the exchange with HP engineer.
    Please use this template.

```
SCMplus Template
===================================
Notice to HP operation team

===================================

1.      Equipment location Company name or Part receipt company name
Company Name                    :
Postal Code                          :
Address                                 :
Department name                  :
Contact Person Name           :
Phone Number                       :


2.      Requester (Please enter, when you differ from the contact person of 1.)
Company Name                     :
Contact Person Name          :
Phone Number       :

3.      Which is called back? (On-site repair schedule)
 (  ) Equipment location Contact Person
 (  ) Requester

4. Do you need the support in English?
 (  ) Yes
 (  ) No

5.Check your warranty or Contract status
 (  ) Warranty      (Purchase Date: )
 (  ) Contract      (ContractID:                              )
 (  ) Unknown

6.Problem Description

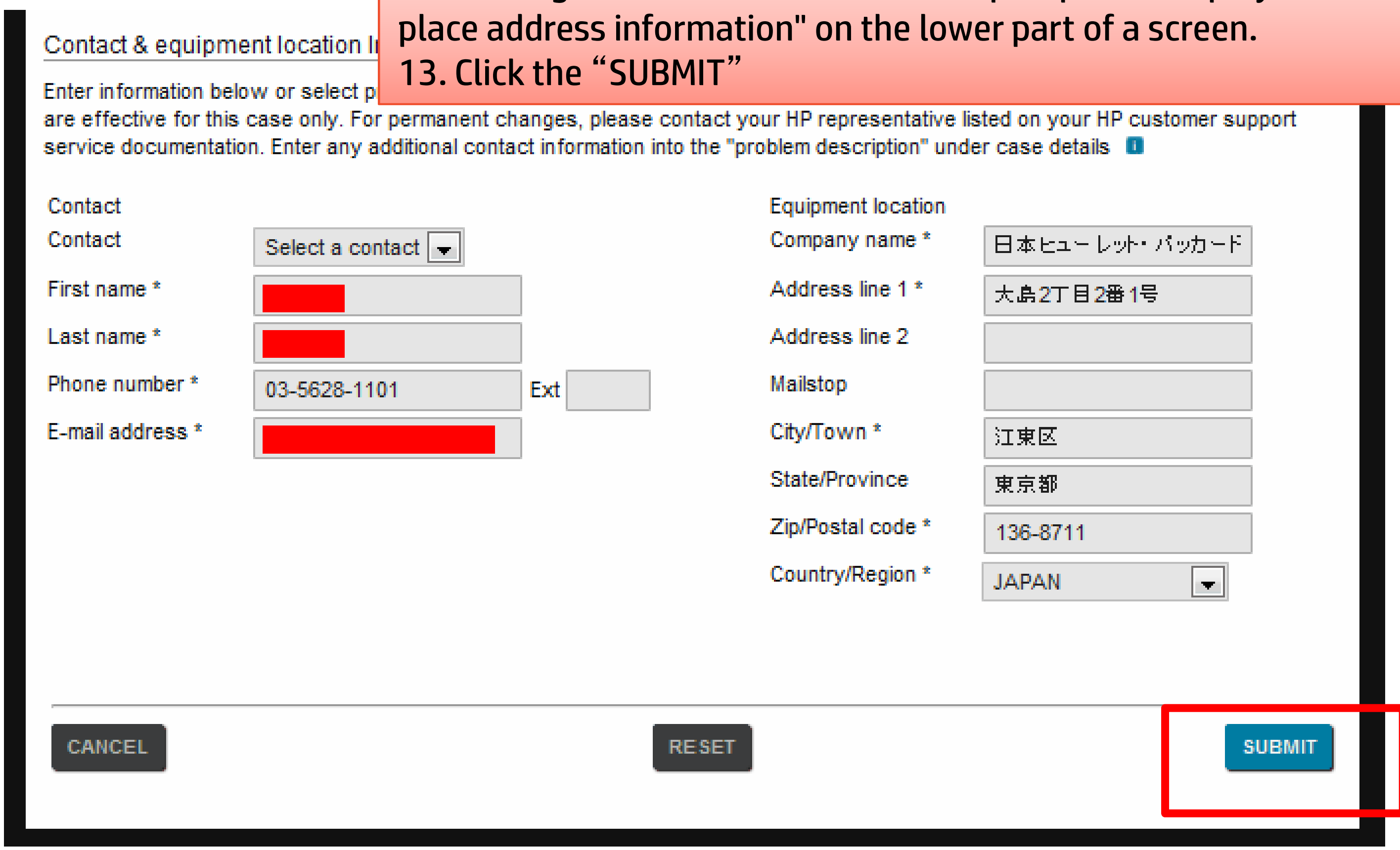

Problem Description:


Error Message:


Occurring timing  :
```

HP Passport Information

12. The registration information on HP passport is displayed on "the contact and delivery place address information" on the lower part of a screen.
13. Click the “SUBMIT”



The completion of a repair request

14. Receptionist ID which begins from 46 after the completion of transmitting is published.
※Since you cannot perform transmission of an attached file with the service here now, please do not perform transmission of an attached file.

Case information

Case ID:	[redacted]
Case title:	テストケース送信
Product serial number:	[redacted]
Product number:	356819-291
Submitted:	10/31/2012 8:50:03 AM
Last updated:	10/31/2012 9:50:01 PM
Source:	Web
Case status:	Completed

Thank you